

**Search Notes**

Application/Control No.

10/602,287

Examiner

Thjuan K. Addy

Applicant(s)/Patent under  
Reexamination

FLORES ET AL.

Art Unit

2614

**SEARCHED**

Class	Subclass	Date	Examiner
379	265	4/12/2007	TK
379	265.11	4/12/2007	TK
379	265.11	4/12/2007	TK
704	251	4/12/2007	TK
379	265.03	4/12/2007	TK
379	265.12	4/12/2007	TK

**INTERFERENCE SEARCHED**

Class	Subclass	Date	Examiner

**SEARCH NOTES  
(INCLUDING SEARCH STRATEGY)**

	DATE	EXMR
EAST search terms: CRM; request; service; agent; operator; representative; route; rating; skill; sale; available; fax; email	4/12/2007	TK
EAST romelia near2 flores.in.	4/12/2007	TK
EAST 379/265.01 and CRM and (agent or representative) and (availab\$6 or skill) and (previous or past or history) and email	4/12/2007	TK
EAST CRM and (agent or representative) and (availab\$6 or skill) and (previous or past or history) and (email or fax)	4/12/2007	TK
See attached EAST Search History	4/12/2007	TK